

# Video Bridging Services Getting Started Guide

## Welcome

We are committed to providing industry leading video bridging solutions to each and every client. We recognize that the success of your video conference experience is dependent upon our ability to provide exceptional service and support.

Our fully redundant, state of the art bridging technology will provide you with video conferencing capabilities from most any location worldwide. It also gives you the flexibility to participate in video conferences using any combination of video endpoints. This includes room based systems, desktop MACs or PCs, and a variety of mobile devices including iPhones and iPads, as well as Android based devices and Microsoft Lync.

## Questions/Support

We are available to assist you with all of your video bridging needs and offer support 24/7, 365 days a year. Please direct any questions or concerns to us by calling or emailing:

UCAnytime Support - phone  
+1.888.665.8640 or +1.404.490.4220

UCAnytime Support - e-mail  
[support@ucanytime.com](mailto:support@ucanytime.com)

## Value Added Services

In addition to making your video conferencing connections, we offer the following value added services...

### Reservationless Bridging:

Reservationless bridging gives you the ability to initiate a conference call without having to go through one of our conference coordinators. This feature is as simple as dialing a dedicated number and conference code which will connect all of your locations.

### Audio Add-On:

Sometimes it is not possible for a participant to join the meeting via video. Audio Add-On provides a dedicated US & Canadian toll free number or local access numbers in over 40 countries allowing your participants to join their conference via a telephone.



# CONNECTING THE WORLD

Mobility. Compatibility. Simplicity.

+1.888.665.8640 +1.404.490.4220 [support@ucanytime.com](mailto:support@ucanytime.com) [www.ucanytime.com](http://www.ucanytime.com)

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## Live and On-Demand Video Streaming:

Broadcast your video, audio and content to 10 or 10,000 participants. Live and On-Demand Video Streaming offers real-time video conference streaming and future on-demand viewing. This feature can be added to any conference. A Chat Capability feature gives viewing only participants a way to send messages or questions to the moderator. Detailed viewing statistics allow you to see how many participants viewed your stream, where they were geographically located and what devices they used to view your stream. Your content will be viewable on almost any platform including desktop and mobile platforms based on the Apple iOS, Android and Blackberry formats.

## Executive Level Support:

Some meetings require an additional level of support. Executive Level Support gives you a dedicated producer, helping to free your time so that you are able to focus on what matters most. This simultaneously provides an added level of service and professionalism. Your dedicated producer will stay connected through the pre-test phase to help you to frame the camera and adjust the audio for optimum picture and sound quality. You also have the option to retain the producer for the duration of the conference. The producer serves to ensure your meeting runs smoothly from beginning to end.

## Endpoint Certification

The Certification Process is the first step to getting started with UCAnyTime. During certification, we perform audio and video diagnostics with each video endpoint to make sure that it is configured for optimum video and audio quality and supports live content delivery. We also maintain detailed records of your equipment and connectivity information to support you seamlessly. We will get to know your environment to support you quickly and effectively in troubleshooting potential technical issues.

Below is a step by step description of the Video Endpoint Certification process...

1. Please complete the [Video Endpoint Certification Form](#) and email it to us at [support@ucanytime.com](mailto:support@ucanytime.com).
2. Our video conferencing help desk will review the document and contact you if necessary. We will send you a return email confirming your requested test date and time. We prefer at least 24 hours' notice if possible but rush service is available.
3. On the confirmed test day and time, a UCAnyTime Conference Coordinator will establish a connection to your video endpoint. Please allow for approximately 30 minutes per endpoint for testing. An IT specialist from your company should be available to work with our conference coordinator.
4. We maintain detailed records of your account information so we are better able to support you and quickly help you to resolve technical issues that may occur.



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## Reserving Video Bridging Services

For your convenience, our video bridging services are available 24/7, 365 days a year.

Below is a step by step description of the Reservation Process:

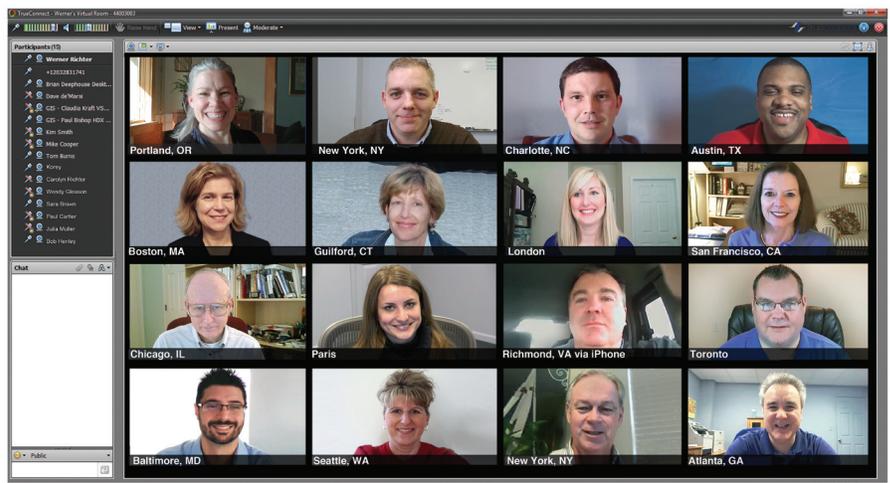
1. Complete the Video Bridging Reservation Form provided by us and email it to [support@ucanytime.com](mailto:support@ucanytime.com).

Please note: We recommend that you schedule the reservation for 30 minutes before the actual meeting time. This will allow us to connect each video endpoint and ensure they are running smoothly. We recommend you schedule an additional 30 minutes beyond the meeting end time, as meetings occasionally run longer than planned.

2. Our video conferencing help desk will review the form, contact you if necessary and send you a return email confirming both your meeting and test date. We recommend a video test to assure success if you have not previously connected to these sites.
3. A conference coordinator will contact you within a day to discuss your request in more detail. This will make certain all of your meeting requirements are being addressed. We also offer same day service.
4. On the test date, which should be scheduled for 24 hours before the meeting, a conference coordinator will connect to each video endpoint to confirm the best possible connection speeds, algorithms and resolutions. Although it is not necessary, we advise that an IT resource from your company is available for the test.
5. On the scheduled meeting date and time, your conference coordinator will monitor your connections and be available for immediate support with any issues. We can also act as video operators and connect each site, assure ideal camera positioning, good audio and assist with any presentation needs.

### Actual Customer Quote:

*"Your team has done a fantastic job in making our meeting a success. Your expert help and professionalism did not go unnoticed. You made it easy and made us look good – literally!"*



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